# Office of Neighborhood Involvement

# Highlight of Program Accomplishments in FY2006-2007

In fiscal year 2006-07, a substantial amount of the additional funding was dedicated to fund Neighborhood Resource Center activities to engage more people in the neighborhood system. These activities fall into several broad areas, including:

- Increased communications dollars for neighborhoods
- Neighborhood Grants
- Neighborhood and Community Engagement Initiative
- The Diversity and Civic Leadership Academy
- Increased operations dollars to mitigate rising insurance costs for coalitions
- Reinforcement of ONI's efforts to serve coalitions, including BIP #8 support

An update on each of these budget innovations, neighborhood leadership training and Coalition highlights are summarized in the attached Neighborhood Resource Center Summary document in order to provide greater detail in these areas. Following are the summaries for the other major programs.

# **NRC** – Disability Program

## Accomplishments with new FY07 funding and existing program resources

The 911 Disabled Resident Tracking program began as a pilot project in FY05-06 with the intent of creating a list of Multnomah County residents who have disabilities that may hinder them from safely evacuating a building in the event of an emergency. This list is then shared with emergency first responders with the goal of helping people who, due to severe disabilities, cannot help themselves during emergencies. Specifically, these funds have been used to increase staffing for the ONI Disability Program from .50 FTE to 1.0 FTE. Program Coordinator has been implementing the work plan and accomplished the following:

- Portland Citizen Disability Advisory Committee: Facilitated development of PCDAC including recruiting members, organizing a well-attended community awareness event about the committee, provided staff support including facilitating development of bi-laws, associate member policy. Worked with committee to design "Accommodation is good customer Service" and organized a postcard mailing to downtown businesses.
- Volunteer Emergency Registry Network (VERN): Program coordinator for expanding an
  online emergency registry for all citizens with impairments that may inhibit their ability to
  evacuate themselves to safety in a city-wide emergency and utilize 911 to identify needs of
  individuals in emergency situations. Partner-ship with Fire and Police bureaus, POEM, BOEC,
  and the County. Created paper version of application, assisted with design of online version
  and conducted survey/ beta test of online version, contracted with graphic design firm to create
  logo, brochure and messaging for outreach campaign.
- ADA compliance policy development: Helped with policy implementation by facilitating trainings for Water Bureau, Purchasing and City ADA coordinators.
- **Trainings:** Created and/or facilitated Disability and Government 101 training for City County Diversity conference; emergency evacuation of persons with disabilities training for volunteer first responders at UWASE conference and Ready, Safe, Go; partnered with Resolution North West to develop and facilitate disability awareness training for youth.
- Community awareness: Created business card with important numbers to call around sidewalk obstruction, and continue to distribute to community. Appeared on County Elections Office video and public access show to reach out to and accommodate the voting needs of citizens with disabilities.
- City committee involvement: Citizen Corp, BHCD's inventory of accessible housing, Mayors visioning committee, DEEP, and the new Human Rights Commission. Co-hosted Mayor's forum on disability engagement with Visioning Committee. Worked with City Hall safety committee Paul Wallman to ensure plans meet need of disabled and temporarily disabled citizens.

- **New grant development:** Partnering with Tri-met, the county, Ride Wise and Red Cross on transportation grant to fund transportation coordination for disabled and elderly in disaster.
- Info and referral: Served as referral and in some cases the agent of resolution for ongoing citizen complaint driven inquiries to the City. Continue to host and update website including: resources for city employees on how and where to fill reasonable request accommodations; important laws and ordinances that pertain to universal access; updates on PCDAC; and other disability community related information.

# **Information and Referral Program**

## Accomplishments with existing program resources

- Maintained high level of customer service and met all goals set forth in the intergovernmental
  agreement with Multnomah County. The IGA with Multnomah County states that 90% of calls to
  the 823-4000 line be answered within 25 seconds and less than 5% of calls to the line are
  abandoned. Through the end of May we have answered 90.77% of calls under 25 seconds
  and have an abandoned call percentage of 4.5%.
- Implemented a new ACD phone system to more efficiently handle incoming phone calls. In
  March of this year we flipped the switch on the City's new Avaya phone system. The new ACD
  system allows us to route calls to priority groups and to add a Spanish language option to our
  phone tree. After working out the glitches, the system has allowed for us to both route calls
  more efficiently and make more efficient use of staff time by utilizing priority groups.
- Implemented a new I&R services and employee database in November of 2006. The development of the newly rewritten database was a multi-year project culminating in it's implementation in November. The implementation went smoothly and the new database has helped improve the effectiveness of the program by helping staff be more accurate and thorough in providing callers with appropriate resources. It also has improved efficiency of the day-to-day work by making tracking of call data easier and quicker and by making navigation of the databases simpler.
- Better equipping staff with job related knowledge regarding local community services. We have
  participated more frequently in customer service, community service and site visit training over
  the past year. This has helped us to be better equipped with information about local services
  available to the community.
- Participation in the city's Customer Services Advisory Committee to improve internal and external service across the city. The I&R Supervisor has participated in both the BIP Team #7 and the CSAC since it's inception. The group is currently working with bureaus to implement recommendation of the BIP Team #7 to improve customer service.

# **Crime Prevention Program**

# Accomplishments with existing program resources

- 182 National Night Out parties were held between July 25<sup>th</sup> and August 7<sup>th</sup> of 2006, with approximately 20,000 people in attendance. This is the biggest NNO in Portland ever.
- The Ready. Safe. Go. community public safety conference had 175 people in attendance.
   Twenty-four class topics were taught, and 22 individuals and groups were given volunteer recognition awards.
- Seventy-five Neighborhood Watch and Foot Patrol trainings were conducted for neighborhood groups. There are currently 607 Watches and Patrols in the city being given advice and support by ONI Crime Prevention staff.
- The Enhanced Safety Properties pilot program in North has become successful and established. There are currently seven ESP certified properties in North, and 28 working towards certification. Plans are in place for expansion of the program to other parts of town.
- Approximately 95 Crime Prevention Through Environmental Design site surveys were conducted.
- Approximately 110 problem-solving meetings were conducted.

Approximately 200 trainings were conducted on a wide variety of topics, reaching about 3,500 people.

# **Livability Program - Liquor**

## Accomplishments with existing program resources

- In Fiscal Year 2007 the Liquor Notification Program began a project involving other bureau's and agencies to address the livability issues surrounding liquor establishments. The group will review current codes and policies to see if any minor changes could occur which could allow the City to make different recommendations or restrict license establishments. Discussion has involved topics regarding permitting entertainment to appropriateness of business type for a location, type of limit to business hours etc. (example: Bar next to Home). Project plans to have a report to council by July 2008.
- The Liquor License Advisory Group will be reviewing the City's current licensing process and how it has been successful/not successful since the changes that occurred in 2000. This group will also be making a report for council regarding any suggested changes to be made in the future on the City's process for license recommendations.
- The Liquor Notification Program efforts are on-going in notification, outreach, policy and procedure development at OLCC, and time/place/manner enforcement.

## Accomplishments with new FY07 funding

2007 brought a change to the City processing of Temporary Sales Licenses. ONI now receives
all applications for temporary liquor licenses. By taking on this program it has allowed for a
broader outreach to the community and police on events large and small, where there was no
previous outreach to the community for these events. This change has resulted in additional
revenue to the program, which has provided partial funding for additional support staff.

# **Livability Program - Graffiti**

#### Accomplishments with existing program resources

- The Graffiti Abatement Program is continuing outreach efforts and collaboration through training Parks staff on documenting graffiti, recruiting volunteers for park cleanups, and making presentations to neighborhood associations, business associations, public safety committees and other community groups.
- The graffiti program issued an administrative warrant for cleanup at a negligent property and subsequently received full payment from the owner for the cost of cleanup and penalties.
- The graffiti program continues to support enforcement of graffiti vandalism working with City Attorneys, District Attorneys, Police Bureau and Risk Management to build cases against vandals as well as support restitution claims.

#### Accomplishments with new FY07 funding

- During Fiscal Year 2007, the Graffiti Abatement Program was effective in maintaining the
  ongoing abatement efforts and utilizing an increase in funding to expand and increase the
  effectiveness of the program. Through increased promotion and training (as well as an
  unfortunate increase in graffiti), there was an increased utilization of tracking and documentation
  of graffiti in the City's graffiti database.
- Hired an additional graffiti abatement crew and allowed for removal coverage on Saturdays.
- Purchased remote data gathering devices to allow abatement crews to more efficiently document and upload graffiti images and related information into the TrackIt database.
- Sponsored an expert witness training program
- Collaborated to design and create a mural at a chronic graffiti location
- Enhanced neighborhood cleanups, organizing 12 volunteer projects throughout the City for clean-up and graffiti documentation.

# **Business Support Program**

## Accomplishments with new FY07 funding

Created by one-time funds in fiscal year '06-'07, the ONI Business Program Coordinator position has created value for Portland's business district associations, underrepresented small business organizations, business service providers and neighborhood organizations. In its first six months, the program has provided:

- Direct technical assistance to three targeted business district associations including North-Northeast Business Association (NNEBA), the Portland International District (NE Central Sandy Blvd.), and Midway Business Association
- Development of marketing material,
- Event coordination,
- · Grant project implementation, and
- Organizational strategic planning assistance.

The Business Support Program has provided support to business organizations such as the APNBA, Small Business Advisory Council (SBAC) and the Sustainable Business Network of Portland (SBN). Primary accomplishments include:

- Participation in grant application review deliberations,
- Subcommittee input on small business issues, and
- Assistance with membership recruitment, organizational planning, and economic development strategies.

The program has also addressed neighborhood livability issues involving the business community by providing organization and problem solving with community activities such the Alberta Street Last Thursday event. The Business Program Coordinator position holds great potential over the coming year for further assisting the business community, facilitating connectivity to the neighborhood system and helping create healthy and livable neighborhood business districts throughout Portland. Following are more details regarding the technical assistance, support and outreach provided.

#### Technical Assistance to Targeted Business District Associations (BDAs)

#### **North-Northeast Business Association (NNEBA)**

- Completed the content and design of a NNEBA membership brochure.
- Provided direct assistance and staff support to NNEBA for the inaugural MLK Jr. Blvd. clean up event on April 28<sup>th</sup>.
- Served on the implementation team for the NNEBA technology centers grant project, assisting with sponsorship solicitation, budgeting, project management and equipment research.
- Provided APNBA grant application feedback for two funding cycles.
- · Participated in monthly Board meetings.
- Held weekly communications with Board Chair and Vice President regarding NNEBA organizational capacity issues.

## **NE Central Sandy Business Association (The Portland International District)**

- Served as a liaison to city bureau staff and provided strategic and logistical planning assistance for the district's inaugural International Day Street Festival upcoming on July 14<sup>th</sup>.
- Provided media outlet database for business association PR activities.
- Helped edit website and membership materials.
- Held regular communications with President and VP regarding organizational issues.

#### Midway Business Association (MBA)

Met with BDA President Donna Dionne, toured district.

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- · Attended monthly meetings.
- Assisted with grant applications.
- Shared organizational info (website) with Mayor's Office staff encouraged visit.
- Made suggestions regarding agenda setting and speakers at future meetings

#### Misc. (Non-targeted) BDA Outreach

• Attended meetings of 82<sup>nd</sup> Ave. of Roses, Parkrose, Lloyd Center, Old-Town Chinatown and Greater Brooklyn Business Associations.

## Foundational Support for Business District Associations (BDAs) Citywide

#### **APNBA**

- Served on the grant application review committee for three APNBA grant funding cycles.
  - o Reviewed and scored a total of 66 applications.
  - o Participated in deliberation meetings on 12/7, 12/28, 1/15, 3/14 and 4/10.
  - o Provided suggestions for improving grant process and individual application feedback.
  - o Attended and provided support at spring supplemental funding orientation
- · Assisted in drafting the APNBA Business Plan.

#### **Data/Communications**

- Provided data to BDA Presidents on newly licensed businesses in their districts.
- Facilitated Neighborhood Involvement Directory database updates.

## **Program Research**

 Researched and collected materials regarding business district support programs currently in place in Seattle, San Francisco, Cincinnati, Louisville and Tacoma.

#### **Community Connect**

 Submitted a report of recommendations from the SBAC small business development workgroup, executive committee and full body in addition to past surveys of SBAC, APNBA, PBA and other business stakeholders.

Future accomplishments anticipated by December 2007:

• Assistance with implementation of recommendations.

#### **Business/Neighborhood Livability and Bridge-building**

- Alberta Street
  - Facilitated community stakeholder outreach and organization, provided media relations assistance and other communications relative to Alberta Street Last Thursday issues.
  - o Assisted with the formation of the Alberta Street Business Association.
- Met with three of the Neighborhood Coalition Directors representing the East Portland Neighborhood Office, Neighbors West-Northwest and Southeast Uplift, creating assessment reports from each meeting to document best practices.
- Participated on ONI Livability Task Force assisted with obtaining ongoing business representation.

### Outreach to Community Business Organizations, Stakeholders, Resources

Ethnic and Underrepresented Business Organizations

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- o Met and/or contacted representatives from the Hispanic Metropolitan, Philippine American and African American Chambers of Commerce.
- Provided ongoing support and consultation to Robyn Shanti, Sustainable Business Network through a series of meetings and communications.
- **Business Service Providers** met with the directors of the Small Business Development Center (SBDC), PSU Business Outreach Program and SCORE.
- Small Business Advisory Council (SBAC) attended monthly meetings, assisted with subcommittee work and conducted multiple one on one outreach meetings with SBAC chair.